AHRN.com

MILITARY. HOME. PEACE OF MIND.

The Automated Housing Referral Network

The AHRN.com Team

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What is AHRN.com?

- An online Joint Services housing referral solution that directly connects military members and their families with ***available*** housing in the community.
- Efficient referral management tool for housing offices to match customers with homes any time of the day.
- No cost method for property managers to market their available rentals directly to military members, DoD Civilians, and their families.

AHRN.com Stakeholders

#1 Objective: Meet the needs of relocating military members and their families.

Why DoD requisitioned AHRN.com?

- High dependence on off-base housing: 67% of military members live “on the economy” in rental units or in privately-owned homes.
- Based on a study performed in Phase I, there was no consistent method of providing housing data to a military member when they needed it, and how they needed it.
- Quality housing is recognized as a key factor in a military member’s quality of life, strongly impacting recruitment and retention.
- A “purple” housing referral system solution for all military branches.

Phased Implementation

- Phase I (‘01-’02) – Evaluation of current housing referral process to determine areas for improvement and system requirements.
- Phase II (‘03-’04) – Pilot program developed and beta launch of AHRN v1.0 supporting 15 installations across the US.
- Phase III (‘05-’06) – Deployed to another 39 installations supporting 80% of the US Military population.
- Phases IV and V (’06-’08) – Continued CONUS-wide implementation, technical development, added new features, education and awareness.
- Phase VI (’09) – Complete CONUS-wide implementation, continued technical development, education and awareness.

Features and Benefits of AHRN.com

Military only – keeping it in the family

"Available" Rentals Only: Property *availability* is the key focus for the military member seeking housing	Reduces time, OOP and headaches by evaluating only those homes that are on the market now and not chasing down unavailable units.
Global (web-based) access gives military members 24/7 access prior to arriving at new duty location. Allows military members to start their housing search as soon as they get their orders to relocate.	Facilitates easy access to housing information for all military members and their families resulting in reduced stress and more efficient moves . - No software installation, maintenance, or IT staff required to run system at MHO.
BAH Integration	Reduces time to submit BAH data, no more manual data entry into MHO Web system.
Off-base, Military Housing, Temporary Housing, Shared Rentals, Military For Sale by Owner	Allows members to review all their housing options in one location in order to make informed decisions about where they want to live.
Free to community and military home owners to list rentals and "keep it in the family"	Provides a free means for the community to support military members and their families. Helps military members save money on advertising their homes for rent and keeps it in the military family.

Housing office oversees but doesn't manage data

Statistics

- 171 CONUS Installations
- Inventory
  - 283k+ listings
    - 50% houses
    - 25% apartments
    - 15% town homes / duplexes
    - 10% other
- Users Since June 2004
  - 384k+ users
    - 290k MM's
    - 75k PM
    - 19k Other (MMPM)
  - Inquiries from all over the world, every hour of the day

- More housing (volume)
- More choices (diverse listings)
- Captures rentals further in future
- Allows military members to retain property and rent it – preserving equity in home
- Empowers members with information when uncertain and thousands of miles away
- Gets military housed quickly and before they move!

Survey Says…

Would you recommend AHRN?

% Responding Yes	2004	2005	2006	2007	2008
Military Members	83.5	90.4	91.7	91.5	94.0
Property Managers	86.6	88.3	87.6	88.0	90.4
Military Housing Offices	NA	NA	NA	94.7	98.7

Survey Says…

Military Member Comments

- *AHRN is a great resource for finding housing. Would recommend it for all service members*
- *AHRN is an extremely beneficial website that allows families to see what is available at their new PCS location. Because of AHRN, we were able to set up several showings on short notice and eventually find our new rental home.*
- *Great site, it's the only thing I've used the last 2 PCSs*

Housing Office Comments

- The AHRN system is a valuable search tool for our military members that PCS to the base or have orders for school. It provides the military member with the ability to look at rental properties before they arrive on base. It also provides a much better avenue for the military members and property managers that list their homes for lease.
- Outstanding site! everyone feels it's easy to use and provides many options for the customer.

Property Manager Comments

- AHRN is a great service for our great Military Personnel. We are satisfied with every aspect. I thank you for giving us the opportunity to list our homes.
- Absolutely one of the best things that the military has transformed to. No cost and is more professional looking than the majority of the sites I was going to post my home on. Love the fact that it caters to the military community which gives me a better feeling about renting my home out. Property manager I have didn’t get as many hits advertising my home as I did with AHRN. I was calling her to let her know people were interested in the home. This site is the way to go.

Marketing materials available for your distribution can be found here:

Marketing.AHRN.com

System Demonstration…

- Military Member view